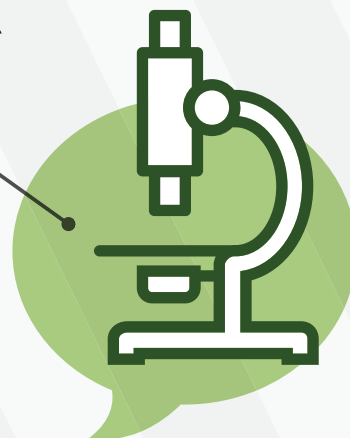


GIVING FEEDBACK

01

**IDENTIFY AND FOCUS ON ONE PIECE OF FEEDBACK** that will help your team member most to improve.



02



**AVOID QUALIFYING THE WORD “FEEDBACK” BY SAYING “POSITIVE FEEDBACK” OR “CONSTRUCTIVE FEEDBACK.”** The word “feedback” is a neutral term—it’s just feedback.

03

**START WITH A POSITIVE ASSUMPTION.** Too often, we tend to assume negative intent. We may think, “She just doesn’t care.” Or “He’s just being sloppy.” Instead, flip that around and approach every situation from the standpoint that the employee wanted to do the right thing. “Pat, I know you’re committed to delivering exceptional care so I was surprised when you...”



04



**BE SPECIFIC.** Focus on specific, observable behaviors rather than making broad judgments. “Chris, you’re too insensitive to people,” is a vague comment that carries little value. Compare that general statement to: “Chris, I just observed you walk right past a patient who appeared lost.”

05

**DO IT NOW!** Feedback should be offered in the moment whenever possible. Don’t wait to address an issue later. The closer to the actual situation, the more relevant your feedback will be. Of course you want to protect the individual’s privacy, but don’t wait too long. You’ll lose momentum and practical application.



06



**ENSURE THAT YOUR MESSAGE WAS UNDERSTOOD AS INTENDED.** This doesn’t have to sound like, “Repeat back to me what I just said.” That comes across as condescending. But, following up a discussion with a statement like, “Just so I know we’re on the same page, tell me what you understand about our next steps.” This sends the message that “We’re in this together and indicates your support for a positive outcome.

RECEIVING FEEDBACK

While some of us may have received training on how to give feedback, few of us have ever been schooled in how to receive feedback graciously. Here are some tips to help you receive feedback effectively:

07

**AVOID BECOMING DEFENSIVE.** Our natural inclination when receiving feedback is to fall into a “fight or flight” response. Work against that tendency. Take a deep breath and keep your emotions in check.



08



**VIEW FEEDBACK AS A GIFT—INFORMATION THAT YOU CAN USE TO IMPROVE.** Keep in mind that we’re not labeling feedback as either positive or negative; it’s simply information.

09

**ASK FOR SPECIFICS.** Just as you should provide specific feedback to others, you should ensure that you’re receiving specific feedback to help you improve. “Could you give me a specific example about what you observed?” “Help me understand the context of the situation better. Tell me more.”



10



**SHARE YOUR UNDERSTANDING OF WHAT YOU HEARD AND WHAT YOUR NEXT STEPS WILL BE.** “What I hear you saying is... Is that correct?”

11

**ALWAYS CONVEY YOUR GRATITUDE TO THE PERSON WHO WAS BRAVE ENOUGH TO GIVE YOU THE FEEDBACK.** Thank them for sharing their input with you. “I appreciate you letting me know this. I will be more mindful of this moving forward.”



12



**THANK THEM AT THE CLOSE OF THE DISCUSSION.** It demonstrates your respect and closes the discussion on a positive note.

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